

## CLAIMS

1. A method for computer-supported transformation of a structured document into a modified, structured document which can be at least one of read and processed via an IVR browser, the method comprising the steps of:

5 receiving the structured document;  
analyzing a source code which forms the structured document, the analysis including registering cross-references to audio files and assigning the cross-references to a first cross-reference category, and registering cross-references to one of files, regions of files and structured documents and assigning the cross-references to a  
10 second cross-reference category; and

transforming the structured document using a source code which can be read by the IVR browser, the transformation including effecting an entry which brings about a modified cross-reference to the audio file, the entry taking place in the source code for the cross-references of the first cross-reference category, and modifying the  
15 source code to define a speech-based menu structure taking into account one of a number, a format and an arrangement of the cross-references in the structured document for the cross-references of the second cross-reference category.

2. A method for computer-supported transformation of a structured  
20 document into a modified, structured document as claimed in claim 1, the method further comprising the step of:

implementing in the modified, structured document, for individual cross-references of the first cross-reference category in a text grouping, a menu structure which is to be selected from an option such that the selectable cross-reference is  
25 characterized with an acoustic characterization during a presentation of the modified, structured document.

3. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 1, the method  
30 further comprising the step of:

using an allocated audio file of the cross-reference, for the cross-reference of the first cross-reference category which precedes a group of cross-references of the

second cross-reference category, as an explanation for the group of cross-references of the second cross-reference category for a presentation of the modified, structured document.

5           4. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 3, wherein the source code of the modified, structured document is transformed such that a presentation of the cross-reference is prohibited.

10           5. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 1, the method further comprising the step of:

supporting processing of the modified, structured document by using the IVR browser by the transformed source code via a text-to-speech conversion.

15           6. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 1, the method further comprising the step of:

supporting processing of the modified, structured document by the IVR browser by the transformed source code via a speech detection method.

20           7. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 5, the method further comprising the step of:

25           making reference to a library file containing a respective language in order to support different languages in the transformed source code.

30           8. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 6, the method further comprising the step of:

making reference to a library file containing a respective language in order to support different languages in the transformed source code.

9. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 7, wherein the library files are transmitted with the modified, structured document.

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10. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 8, wherein the library files are transmitted with the modified, structured document.

10 11. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 1, wherein the source code of the structured document is in an HTML format.

15 12. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 1, the method further comprising the step of:

enabling an output of information of the modified, structured document both by the IVR browser and by browsers which are provided for a visual output.

20 13. A method for computer-supported transformation of a structured document into a modified, structured document which can be at least one of read and processed via an IVR browser, the method comprising the steps of:

receiving the structured document; and

25 analyzing a source code which forms the structured document, the analysis including registering cross-references to a telephone subscriber number, transforming the structured document using a source code which can be read by the IVR browser, and modifying the source code to set up and support a communications connection in conjunction with a communications device in the case of cross-references to a telephone subscriber number in the structured document.

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14. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 13, the method further comprising the step of:

- 5 using instructions inserted into the modified, structured document to control the communications device.

15. A method for computer-supported transformation of a structured document into a modified, structured document as claimed in claim 13, wherein the support of a communications connection includes supporting power features.